



# Lessons Learned Information Sharing

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September 2006 *Lessons Learned Information Sharing* Newsletter

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## *LLIS.gov* Practice Notes

### ***LLIS.gov* Launches Practice Notes**

In response to feedback from our member community, *LLIS.gov* has developed a new type of original content. **Practice Notes** briefly describe innovative practices, procedures, methods, programs, or tactics that an organization uses to adapt to changing conditions or to overcome an obstacle or challenge. Additionally, Practice Notes allow *LLIS.gov* to share information with the member community in a timely manner. If your jurisdiction has Practice Notes to share, please log onto *LLIS.gov* and [submit a Practice Note](#).

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## **Exercise Planning and Program Management Resource Center**

### **New Resource Page on Exercise Planning and Program Management**

Every year, hundreds of exercises are held throughout the country to test critical prevention, protection, response, and recovery capabilities. Many exercise managers are using innovative techniques and learning valuable lessons that, when shared, can improve exercise programs across the country.

To capture these practices and lessons learned, *LLIS.gov* is conducting research in the areas of exercise management, design, development, conduct, evaluation, and improvement planning. This original research will be continually highlighted on this page along with after-action reports, exercise guidelines, documents, templates, plans, related links, news about upcoming exercises, and more.

Log onto *LLIS.gov* to access the [Exercise Planning and Program Management Resource Center](#). Also, please submit your jurisdiction's exercise plans and experiences, lessons learned, and other observations or comments to [exercise@llis.dhs.gov](mailto:exercise@llis.dhs.gov).

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## **Mass Evacuation**

### **Updates to the *LLIS.gov* Mass Evacuation Page**

*LLIS.gov* regularly updates the [Mass Evacuation](#) page with recent news and newly published mass evacuation-related documents. To date, the *LLIS.gov* team has compiled over 100 planning documents and after-action reports from numerous states and local jurisdictions around the country. To **share your jurisdiction's mass evacuation documents** with the rest of the *LLIS.gov* community, submit your documents to the system using the feedback tool, or [email LLIS.gov](mailto:email@llis.gov) with comments, experiences, and observations.

## New Original Content Posted Since Last Newsletter

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, and Good Stories to the system on a regular basis. Updates about new original content can be found in the "What's New" section on the homepage of *LLIS.gov*. Since the last newsletter, *LLIS.gov* has posted the following original content:

### *Lessons Learned*

- **[Exercise Evaluation: Training Independent Personnel to Evaluate an Exercise](#)** (*Pierce County, WA Exercise – Cascade Resolve 05: After Action Report and Improvement Plan, 2005*)  
Exercise planners should identify and train personnel solely charged with evaluating functional disciplines when evaluation is the desired exercise outcome. These evaluators should be separate from control staff and trained accordingly. The designation of these officials will ensure a more consolidated and meaningful after-action report (AAR).
- **[Exercise Planning: Incorporating Hospitals into Planning](#)** (*Pierce County, WA Exercise – Cascade Resolve 05: After Action Report and Improvement Plan, 2005*)  
Exercise planners should fully engage all hospitals participating in a full-scale exercise in all aspects of the planning process. The hospital training objectives should be considered as critical to the exercise as the incident site training objectives.
- **[School Safety: Establishing Anonymous Student Hotlines](#)** (*Governor Bill Owens's Columbine Review Commission Report 2001*)  
School district officials should consider creating anonymous telephone hotlines for students to report threats or evidence of violent intent. These hotlines may encourage students to divulge information to school and law enforcement officials that can help prevent impending attacks.
- **[School Safety: Improving Information Sharing between School District and Law Enforcement Officials](#)** (*Columbine High School Shooting 1999*)  
School administrators and law enforcement officials should consider establishing protocols for exchanging student criminal and disciplinary records. Information sharing can assist school and law enforcement personnel with identifying potentially dangerous individuals and with preventing attacks at schools.
- **[School Safety: Involving Emergency Response Agencies in Crisis Planning](#)** (*Governor Bill Owens's Columbine Review Commission Report 2001*)  
School administrators should consider including representatives from emergency response agencies in the development of school crisis plans. This can help coordinate response efforts during critical incidents at schools.
- **[Strategic National Stockpile Dispensing: Crowd Control and Line Formation at Distribution Stations](#)** (*Michigan SNS Full-Scale Exercise After Action Report 2003*)  
Point of dispensing (POD) site staff should consider establishing lines dependent upon victim treatment regimen. Staff members can number each line and direct victims accordingly. Staff should also consider providing a separate consultation window for victims that have extensive questions for onsite pharmacists.
- **[Strategic National Stockpile Dispensing: Planning for Special Needs Populations at Triage Stations](#)** (*Michigan SNS Full-Scale Exercise After Action Report 2003*)  
Point of dispensing (POD) site staff should develop a plan that identifies specific requirements and procedures for processing wheelchair-bound and physically challenged individuals.
- **[Strategic National Stockpile Dispensing: Safe Shelter Contingency Planning for Points of Dispensing Sites](#)** (*Michigan SNS Full-Scale Exercise After Action Report 2003*)  
Jurisdictions' point of dispensing (POD) site annexes to their Strategic National Stockpile (SNS) Plan should consider including a contingency plan that details a safe shelter for people who receive medication. This contingency plan can address a means for maintaining order by moving people receiving medication inside or by providing shelter outside of the POD site. The plan should ensure that the people receiving medication who are sheltered outdoors are protected from rain, heat, and cold.
- **[Strategic National Stockpile Dispensing: Using Broadcast Messages as Initial Triage](#)** (*Michigan SNS Full-Scale Exercise After Action Report 2003*)  
The use of broadcast messages should be incorporated into Point of Dispensing (POD) site implementation plans. Broadcast messages should be supplemented with signs that provide the key points of the messages in clear simple language and that incorporate graphics to provide information

to illiterate victims. Site staff should also develop signs written in common foreign languages for non-English speaking victims.

#### *Practice Notes*

- **[Exercise Evaluation: The South Carolina Emergency Management Division's Exercise Evaluator Recruitment](#)**  
The South Carolina Emergency Management Division (SCEMD) requires all agencies participating in an exercise to provide individuals who have in-depth knowledge of agency policies, plans, and procedures to serve as exercise evaluators. This practice guarantees that SCEMD has enough qualified evaluators on hand at an exercise, reduces the amount of time needed for evaluator training, and ensures that agencies implement recommendations contained in after-action reports.
- **[Exercise Logistics: The South Carolina Emergency Management Division's Use of Grocery Items as Substitutes for Hazardous Materials](#)**  
The South Carolina Emergency Management Division (SCEMD) uses specific, common household products and grocery items to simulate hazardous materials (HazMats) in operations-based exercises.
- **[Exercise Participation: The Alabama Emergency Management Agency's inclusion of State Mutual Aid Teams](#)**  
The Alabama Emergency Management Agency (AEMA) invites the command and general staff of the State's official mutual aid teams to participate in AEMA-sponsored exercises. This allows these mutual aid teams to gain familiarity with the personnel and practices of other jurisdictions across the state.
- **[Exercise Planning: The South Carolina Emergency Management Division's Standard Operating Procedures Approach to Tabletop Exercises](#)**  
The South Carolina Emergency Management Division (SCEMD) applies a standard operating procedure (SOP)-based approach to tabletop exercises (TTX).
- **[Exercise Program Management: The Ohio Emergency Management Agency's Exercise After-Action Report Database](#)**  
The Ohio Emergency Management Agency (OEMA) has developed a database to monitor exercises, to note the successful completion of exercise objectives, and to track improvement items from exercise after-action reports (AARs).

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#### **Other New Documents of Interest on *LLIS.gov***

*LLIS.gov* continues to expand its information repository, housing over 4,000 documents, including after-action reports, emergency operations plans, exercise plans, and other homeland security-related documents. Below is a list of several new documents added to *LLIS.gov* that may be particularly interesting to members.

#### **[Addressing Lessons from the Emergency Response to the 7 July 2005 London Bombings](#)**

*(United Kingdom Home Office, 22 Sep 2006)*

#### **[Catastrophic Disasters: Enhanced Leadership, Capabilities, and Accountability Controls Will Improve the Effectiveness of the Nation's Preparedness, Response, and Recovery System](#)**

*(Government Accountability Office, 06 Sep 2006)*

#### **[Comprehensive Reviews Yield Effective Practices for Homeland Security](#)**

*(Department of Homeland Security, Risk Management Division, 30 Mar 2006)*

#### **[National Strategy for Combating Terrorism](#)**

*(Executive Office of the President, 01 Sep 2006)*

*LLIS.gov* relies in large part on its members to add documents to the system's information repository. If you have any documents of interest you would like to share with the member community, please log onto *LLIS.gov* and click on **[Feedback](#)**.

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#### **Upcoming *LLIS.gov* Conference Participation**

The *LLIS.gov* team travels around the country speaking and exhibiting at emergency response and homeland security conferences and events. *LLIS.gov* staff will attend and speak at the following upcoming events:

- **02-05 October: Joint Lessons Learned Conference World Wide Joint Training and Scheduling Conference (Little Rock, AR)**
- **02-05 October: 2006 Homeland Defense Symposium (Colorado Springs, CO)**
- **12 October: Fairfax Joint Local Emergency Planning Committee Meeting (Fairfax, VA)**
- **12-13 October: IDER 2006: International Disaster and Emergency Resilience (Rome, Italy)**
- **27-29 October: 2006 Responder Officer Leadership Symposium and Responder Technology Expo (Cincinnati, OH)**
- **30 October – 01 November: CPM 2006 East Conference & Exhibition (Orlando, FL)**

Feel free to drop by our booth or speak to our staff at any of these events and share your comments and questions about *LLIS.gov* with our team. Please contact the *LLIS.gov* Outreach Team at [outreach@llis.dhs.gov](mailto:outreach@llis.dhs.gov) with any questions or comments, or if you have a conference or event at which you would like the *LLIS.gov* team to present or exhibit.

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